



Role Profile

Player Care Co-ordinator (Boys Academy)

Role Reports To: Player Care Manager

Role Purpose: Player Care is an evolving department within the Academy and the role will have the opportunity to support a programme that ensures that our off-field support is structured and co-ordinated leading to creating the best possible experience and environment for our players. As part of this role, you will also be a designated Academy Safeguarding Officer.

Main Responsibilities and Accountabilities

- Supporting player care functions of safeguarding, care and accommodation providers (host families) and trips/tours.
- Co-ordinating the Academy care and accommodation provider programme and player living arrangements
- Responsible for co-ordinating the Academy's activities, trips and tours health and safety risk assessment in line with Club processes
- Deliver and co-ordinate relevant safeguarding training to academy staff in conjunction with Clubs Head of Safeguarding
- Refer and report all necessary safeguarding concerns via maintaining and updating MyConcern as required
- Provide support to academy, staff, parents, children and host families in the area of safeguarding
- Liaise with local authority statutory agencies and Birmingham Country FA where appropriate
- Build and manage relationships with stakeholders and contractors
- Be the day-to-day contact for both players and host families, working alongside the Player Care Manager to ensure that our host family offer is robust, flexible and meets the needs of those involved
- Deliver Host Family training programme, home visits and checks
- Undertake appropriate risk assessments for Academy trips and tours
- Deliver and co-ordinate relevant equality, diversity and inclusion training to academy staff and data collection in conjunction with Clubs EDI lead.
- Contribute to Player Care Teams monitoring and reviews 3 times per season
- Maintain and update online databases (Performance Management Application - PMA, MyConcern and Hive) as required
- Ensure academy safeguarding and accommodation policies and documentation are reviewed annually in conjunction with the Player Care Manager
- Demonstrate commitment to Safeguarding by adhering to relevant policies, procedures and values relating to safeguarding children and adults at risk
- Support the Club's commitment to equality, diversity, and inclusion
- Any other reasonable duties and responsibilities which the Player Care Manager or another senior Officer of the Club asks you to perform

Qualifications, Key Skills & Experience

Essential

- Be familiar with safeguarding reporting software such as My Concern
- Demonstratable Safeguarding experience with young people in a performance environment and escalating concerns when necessary
- Demonstrable understanding of wellbeing, duty of care as well as monitoring and referral
- Demonstratable operational and administration experience
- Proven experience of co-ordinating projects and programmes
- Ability to form positive and proactive relationships at all levels and across stakeholders
- Proven experience of working within a team to produce measurable results

- Ability to work flexibility on evenings and weekends (including host family visits attending trips/tours) as appropriate to meet players needs
- Demonstratable organisational skills and the ability to multitask
- Proficiency in IT Skills, particularly Microsoft Office and databases
- Evidence of accredited safeguarding training and continuous professional development regarding to safeguarding

Desirable

- Demonstratable experience of working at a Category 1 Academy within Player Care, Safeguarding, Education or Welfare
- Sound understanding and knowledge of challenges and pressures young elite athletes face
- Mental health first aid qualification
- A relevant counselling qualification
- A relevant qualification or experience undertaking risk assessments
- Experience of working within a football academy
- Clean driving licence (preferred)

Disclosure and Barring Service Check Requirement

This role will be subject to an enhanced disclosure including Barred list check

Aston Villa Football Club is an inclusive institution that provides a welcoming environment to supporters, the local community, customers, employees, contacts and competitors. We want to ensure that the Club and all its subsidiaries are free from discrimination of any kind, embracing all regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex (gender), religion or belief.

Aston Villa Football Club is fully committed to safeguarding children and adults at risk across our Club. As such, we adhere to Safer Recruitment processes and for some roles a satisfactory enhanced disclosure via the Disclosure & Barring Service may be required prior to starting in a role at the Club. For more information, please see [Aston Villa Football Club | The official club website | AVFC - Safeguarding](#)